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ABSTRACT

The chapters in this collection explore the concept of benchmarking as it is being used and developed in higher education (HE). Case studies and reviews show how universities in the United Kingdom are using benchmarking to aid in self-regulation and self-improvement. The chapters are: (1) "Introduction to Benchmarking" (Norman Jackson and Helen Lund); (2) "Creating the Conditions for Benchmarking: A Brief History of Performance Assessment in UK HE" (Helen Lund and Norman Jackson); (3) "Benchmarking Educational Processes and Outcomes" (Norman Jackson); (4) "Benchmarking the Learning Environment" (Rikki Morgan); (5) "Benchmarking To Improve Departmental Systems for Managing Quality and Standards" (James Tannock and Norman Jackson); (6) "Benchmarking the Student Experience" (Mantz Yorke); (7) "Benchmarking the Outcomes of Learning" (Norman Jackson and Vaneeta D'Andrea); (8) "Benchmarking Key Skills Using National Standards: The Open University Experience" (Linda Hodgkinson); (9) "Some Approaches To Administrative Benchmarking" (Helen Lund); (10) "Benchmarking Student Recruitment: The UCAS Institutional Planning Service" (Richard Coleman and Liz Viggars); (11) "Benchmarking UK Higher Education and Public Sector Facilities and Estates Management" (Ilfryn Price); (12) "Benchmarking the Learning Infrastructure: Library and Information Services Case Studies" (Stephen Town); (13) "HEFCE's Value for Money Studies" (Helen Lund); (14) "Benchmarking in Other HE Systems" (Helen Lund and Norman Jackson); (15) "CHEMS International Benchmarking Club" (John Fielden and Michael Carr); and (16) "Benchmarking for Higher Education: Taking Stock" (Norman Jackson and Helen Lund). Appendixes are "An Approach to Quantitative Benchmarking" by Norman Jackson and "Universitas 21" by Dugald Mackie. (Contains 30 figures, 21 tables, and 273 references.) (SLD)

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